DOCUMENT RESUME

ED 124 175 IR 003 566

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TITLE Library Reference Service.
INSTITUTION Inglewood Public Library, Calif.
PUB DATE 76
NOTE 45p.

EDRS PRICE MF-$0.83 HC-$2.06 Plus Postage.
DESCRIPTORS Branch Libraries; Budgets; Evaluation; Information Services; Library Facilities; Library Materials; *Library Reference Services; Manuals; Personnel; *Public Libraries; Reference Materials
IDENTIFIERS California (Inglewood)

ABSTRACT

The Inglewood, California, public library provides a manual on reference service. The theory, purpose, and objectives of reference are noted, and goals and activities are described in terms of budget, personnel, resources, and services. A chapter on organization covers service structure, information services, relationships with other library services, position descriptions, reference activities, physical facility, and staffing. An outline of basic reference service concepts is followed by descriptions of types of resources: ready reference, general reference, indexes, business services, tax services, consumer information, telephone directories, college catalogs, and information files. The organization, duties, and resources of branch library reference service are also considered. Tools are provided for evaluating the effectiveness of reference collections and librarians. Working forms are included. (LS)

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LIBRARY REFERENCE SERVICE

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INGLEWOOD PUBLIC LIBRARY
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Inglewood, California 90301

1976

IR003566

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Library of Congress Cataloging in Publication Data

Schippleck, Suzanne.
Library reference service.

1. Reference services (Libraries)--Handbooks, manuals, etc. 2. Inglewood Public Library. I. Boiteux, Leo, joint author. II. Title.

Z711.S33 025.5'2 76-13902
ISBN 0-913578-11-8

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INTRODUCTION

PURPOSE

It has long been recognized that a comprehensive manual on reference service would be beneficial in training new librarians as well as familiarizing all staff with the functions of our reference service and the duties of the reference service staff. However, it was not until a move to a new library imposed new demands on the reference service that the need for a manual became imperative.

Thus, it is hoped the following information will clarify for all staff the function and scope of our reference service as well as define the duties of all reference service personnel. Additionally, it will aid administrators and city officials in understanding the function of reference service and enable other library administrators to make comparative evaluations of their own operations. A manual of this nature may also provide useful information for case studies in library school courses.

THEORY

A library's reference service operates to meet the informational needs of its public and to assist the public in the use of the library's resources. There are two types of reference service: direct service and instructional service. Although the debate continues as to which of these is preferable, most libraries utilize both types of service to meet the requirements of each particular situation.

Direct service consists of providing the patron with the information requested, without any attempt to teach the patron to utilize the library's resources independently. Telephone inquiries are of necessity handled by direct service. With in-person requests many types of questions are more readily answered directly, although the patron may be directed to a particular reference book, index, or the public card catalog for information. However, once the reference librarian directs the patron to the source of information the librarian is responsible for insuring the patron knows how to use the reference source and is able to retrieve the information needed. This is where instructional service is employed.

Instructional service attempts to teach the library patron independent use of the various library resources such as the public card catalog, periodicals indexes, and business services. This service has as its objective the emancipation of the patron from dependence upon a reference service for all except the most complex queries, and consequently is greatly favored by libraries with severely limited staff. Although teaching the patron to use the various reference tools requires more time initially, in the long run it reduces the public's demands upon the reference staff for assistance.

In all cases the reference librarian should strive to provide the best materials for the particular inquirer, and this should also be a major goal of all reference service. However, in addition to a library's public there are other factors affecting the type and quality of reference service a library is able to give.

These factors, or limitations, include the size of the physical plant, the size, scope, and quality of the collection, staff, and budget. Most libraries follow the basic principles of reference service; however, each must make adaptations for its own unique situation. The type of reference service discussed here is that service which is actually provided by the Inglewood Public Library.

OBJECTIVES, GOALS, AND ACTIVITIES

This section outlines the objective, goals, and activities of reference service at the Inglewood Public Library. It utilizes a listing of uniform headings (budget, personnel, resources, services), originally developed for a larger goals study of the entire Library, in order to assemble goals and activities of a like nature under one heading. In its use of the uniform headings and of some goals and activities (e.g., budget preparation, attend meetings) applicable to all sections of the Library, this study will be similar to the larger work. However, these particular goals and activities were developed to augment the specific objective of the Reference Service.

Except where noted otherwise, the goals and activities relate to professional staff. A few activities performed exclusively by non-professional staff are identified. However, those activities performed by both professional and non-professional staff (e.g., attend meetings, read library procedural manuals, memos) are simply listed as professional activities.

REFERENCE SERVICE OBJECTIVE

The Reference Service will provide specialized service to the public by assisting them to locate and use adult library materials, and will perform readers' advisory service employing reference librarians.

REFERENCE SERVICE GOALS

Budget

Recommend funding to enable the Reference Service to perform its objective.

Make the most effective use of the Reference Service budget allocation.

Personnel

Select and train a staff competent to utilize the Library's resources in answering the public's requests for information.

Provide sufficient staff to maintain a level of service responsive to the public's needs during all hours the Library is open.

Resources

Provide adult printed materials which reflect the interests and needs of the community in accordance with the materials selection policy of the Library.[1]

Ensure that resources are readily available to the public.

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[1] Inglewood Public Library. Library Materials Selection Policy. 197[illegible].

Services

Provide thorough, knowledgeable, and accurate answers to patron requests for information.

Instruct the public in finding and using library resources.

Provide readers' advisory service.

Keep abreast of current national and local developments and events.

Keep abreast of community information needs.

Promote public awareness of library resources and reference services.

REFERENCE SERVICE ACTIVITIES

Budget

Prepare Reference Service budget.

Review budget periodically and adjust spending.

Personnel

Interview applicants for Reference Service positions.

Supervise and train staff.

Prepare employee evaluations; counsel as necessary.

Conduct specialized in-service training.

Schedule staff; maintain time worked records.

Conduct staff meetings.

Read professional literature.

Read Library procedural manuals, memos, and reports.

Resources

Recommend adult materials; review selection media regularly (publishers' catalogs, vendors' lists, book reviews, etc.); consult with vendors and publishers' representatives.

Review new reference works as received in the Library.

Review and evalute resources on a continuing basis to insure the adult collection is current and continues to reflect the needs of the community.

File reference services.

Perform bibliographic checking.

Evaluate gift books.

Observe and report on stack conditions.

Order and process information file materials (non-professional).

Maintain Library Service Collection (non-professional).

Services

Interpret resources, catalogs, and indexes to the public.

Assist the public in the location of library materials.

Direct and explain to the public the use of the Library facility.

Utilize the reference collection and other resources to answer patrons' requests for information.

Assist the public in the selection of appropriate fiction and subject reading material.

Read daily newspapers.

Visit other facilities and information sources in the community.

Prepare bibliographies and booklists.

Attend Library staff meetings and read departmental communications concerning City and Library policies and activities.

Give talks and demonstrations; conduct library orientations.

Arrange displays of library materials.

Make studies and reports.

Compile statistics.

ORGANIZATION

STRUCTURE

The Reference Service, as reflected in the Library Department table of organization, is a section of the Adult Division. The Information Service is also a section of that Division. The Head — Adult Division supervises a staff of full-time and part-time librarians, Librarian Trainees, and Senior Library Clerks, and reports directly to the Library Director.

Since the budget limitations do not allow for a sufficient number of librarians assigned exclusively to the Reference Service, additional staffing is supplied by other Library divisions. Various division heads (generally Senior Librarians) and librarians from the branch libraries are assigned several hours a week on the reference desk. They are under the supervision of the Head — Adult Division when functioning as reference librarians. Understandably, additional librarians on the Reference Service staff would be preferable and would allow for some expanded services. A benefit, however, is that reference desk work allows librarians from other divisions to maintain contact with the public.

Librarian Trainees (i.e., students who are currently enrolled in library school) may also be utilized to staff the reference desk. These are part-time positions.

Part-time Senior Library Clerks function as Information Assistants, while one full-time Senior Library Clerk divides time between Information Assistant and Reference Clerk duties.

INFORMATION SERVICE[1]

The Information Service was originally established as a separate section of the Reference Service to meet the public's need for a source of general information within the Library. Previously, reference librarians had been meeting this need by taking initial phone calls, giving directional assistance, etc. However, when the public demands increased and this service began to impinge upon the reference function, an Information Service was initiated to reduce these demands upon the reference librarians, thereby allowing more time for in-depth reference service. The Information Service is, in effect, an extension of the Reference Service. The Information Service staff is also supervised by the Head — Adult Division.

The Information Service, which is staffed by Senior Library Clerks rather than professional librarians, reduces the workload of the reference librarians. The Information Service staff is responsible for screening all initial inquiries, providing directional information, and referring all requests for interpretive information to the reference librarians. It serves the Reference Service staff further by handling selected ready-reference questions and requests for searches of the author-title card catalog.

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[1] Inglewood Public Library. Library Information Service, 1974.

There are two separate relationships between Reference and Information Services personnel: public desk and information materials processing (a non-public function).

At public desks, intercommunication between Information Assistants and reference librarians consists mainly in the referral of telephone calls and patrons from Information to Reference when more than directional or library holdings information is required. Additional intercommunication between the two sections is necessary whenever back-up help from one section to the other is needed or a decision is called for regarding policy matters, emergency situations, or Library operations when the Library Administrative Office is closed. (The senior reference librarian on duty is in charge of the Library when the Library Administrative Office is closed.)

Information materials processing by Information Assistants is mainly regulated and supervised off-desk by the Head — Adult Division through the Reference Clerk.

RELATIONSHIPS WITH OTHER LIBRARY SERVICES

Coordination with other Library divisions and activities is important. Reference and Information services and resources are interrelated in a variety of ways to the entire Library's function. Indicated below are those divisions and principal areas of cooperation and liaison:

Library Administrative Office. The Reference Service and Information Service budgets are prepared as part of the Library's Adult Division budget in consultation with the Library Administrative Office. Supplies and maintenance needs are requested from the Office. The Reference and Information Services work closely with the Office concerning personnel: selection, evaluation, personnel transactions, and payroll. Publicity releases and material to be printed must be submitted to the Office. Various statistics for the Library's quarterly report are also submitted.

Technical Services Division. Constant liaison is required in ordering and processing new titles, transfers, and withdrawal of reference books. Reference librarians make recommendations concerning the public card catalog. The Head — Adult Division consults with the Head — Technical Services and Technical Services Librarian regarding scheduling on the reference desk. Between 9 a.m. and 5:30 p.m. the Technical Services staff assists the reference librarians by searching the depository holdings for patron requests.

Serial Publications and Documents. The Serial Publications and Documents Section works closely with the Reference Service in the selection and periodic evaluation of serial publications and reference services. (Many of the Library's reference works are serial publications — yearbooks, indexes, etc.). The Head — Adult Division is also head of the Serial Publications and Documents Section of the Adult Division.

Audio-visual Division. Reference librarians assist in interpreting audio-visual resources and catalogs to the public when required. The Head — Adult Division consults with the Head — Audio-visual Division regarding scheduling on the reference desk.

Young Adult Service. Reference librarians assist in interpreting young adult resources when required.

Circulation and Circulation Control. A reference librarian is in charge of the facility when the Library Administrative Office is closed and may be required to make policy decisions concerning the circulation function in the absence of the Head — Circulation Division. Decisions on the circulation of reference materials will be made by reference librarians. Library Aides assigned to the Circulation Division search the shelves for patron book requests initiated by reference librarians.

Community Services. Reference librarians assist in interpreting Community Services resources and services when required. The Head — Adult Division consults with the Community Services Librarian regarding scheduling on the reference desk.

Children's Division. Reference librarians and children's librarians cooperate in giving library tours to school classes. Reference librarians should be aware of materials available in the Children's Division. The Head — Adult Division consults with the Head — Children's Division regarding scheduling on the reference desk.

Branch libraries. Branch librarians may request the assistance of the reference librarians in utilizing the adult collection at the main library to answer branch reference questions. Reference librarians may also make author, title, and subject searches in the public card catalog for branch library patrons. Coordination of branch and main library reference collections and information files is required. The Head — Adult Division consults with branch librarians regarding scheduling on the reference desk.

POSITION DESCRIPTIONS

Position descriptions are given for the following positions in the Reference Service: Head — Reference and Information Services, Reference Librarian II, Reference Librarian I, and Reference Clerk. Although Information Assistant is a position which works closely with the Reference Service, this position description is not included here since it has been covered in a separate manual, Library Information Service.

The four positions noted in this study follow the standard pattern of listing the various duties required in the position. In order to give a fuller picture of the position, the percentage of time spent on each duty is indicated and the duties ranked by this percentage, which indicates only "time spent" and has no direct relationship to the importance of the duty.

Listed under duties (if they apply) are responsibility relationships — that is, the relationship to another area of activity such as the Children's Division or the Library Administrative Office. Each duty has, therefore, been analyzed with respect to personnel in another area of activity who (1) must be consulted, (2) may be consulted, and (3) must be notified. These responsibility relationships do not include (1) the person (in the Reference Service) to whom the employee reports, (2) those the employee may supervise, or (3) anyone else in the Reference Service.

Job Title	HEAD — REFERENCE AND INFORMATION SERVICES[1]
Class Title	Senior Librarian
Reports to	Library Director
Supervises	Reference librarians, Reference Clerks, Information Assistants
Location	Main library

Summary. The Head — Reference and Information Services directs the Reference and Information Services, including selection of reference library materials, coordination of the adult book collection, and supervision of reference and information personnel.

Duties		Percent
1)	Reviews and coordinates selection of adult books and information file materials.	50
	May consult branch librarians.	
2)	Supervises reference librarians, Reference Clerk, and Information Assistants; makes assignments and work schedules; coordinates reference schedules with other divisions.	10
	Must consult division heads.	
3)	Selects, evaluates, and counsels personnel	10
	Must notify Library Administrative Office.	
4)	Assists and recommends to the Library Director policies and procedures relating to the reference and information services.	6
	Must consult Library Administrative Office.	
5)	Reports on problem areas and recommends procedural changes.	5
	May consult Library Administrative Office.	
6)	Works regular assignments at the reference desk.	5
7)	Attends conferences and meetings; reads professional literature; is aware of new library resources, trends, and practices.	5

[1] This position is one of the functions of the Head — Adult Division.

Duties		Percent
8)	Directs in-service reference and information training of new librarians, Librarian Trainees, Reference Clerks, and Information Assistants.	3
9)	Supervises maintenance of the adult book collection.	3
	Must consult Technical Services Division personnel.	
10)	Prepares budget; reviews and reports on budget periodically.	3
	Must consult Library Administrative Office.	

Job Title	REFERENCE LIBRARIAN II
Class Title	Associate Librarian
Reports to	Head — Reference and Information Services
Supervises	--
Location	Main library

Summary. The Reference Librarian II assists the public in the interpretation of library resources; evaluates and develops the adult subject collection; conducts reference training.

Duties		Percent
1)	Assists the public in locating and interpreting library resources.	45
	May consult children's librarians, young adult librarians, and other specialized librarians.	
2)	Instructs the public in the use of the card catalog, indexes, and other finding aids.	10
3)	Evaluates the adult subject collection and recommends withdrawal, replacement, or updating.	10
4)	Provides readers' advisory service.	7
	May consult children's librarians, young adult librarians, and other specialized staff members.	
5)	Instructs librarians in the reference function.	5
6)	Makes recommendations for acquisition of library materials.	4
7)	Interprets Library policies and procedures to the public.	3
	May consult specialized staff members.	
8)	Attends conferences and meetings; reads professional literature; is aware of new resource materials and technological developments.	3
9)	Assists the public in the use of library equipment.	3
10)	Prepares studies and reports as assigned.	3
11)	Performs or assists in projects as required.	3

Duties		Percent
12)	Recommends and refers library users to additional sources for library materials.	2
13)	Prepares bibliographies.	1
14)	Reports on problem areas and recommends procedural changes.	1
15)	Is in charge of the main library in the absence of a reference librarian senior in rank.	—

Job Title	REFERENCE LIBRARIAN I
Class Title	Librarian
Reports to	Head — Reference and Information Services
Supervises	--
Location	Main library

Summary. The Reference Librarian I assists the public in the interpretation of library resources.

Duties		Percent
1)	Assists the public in locating and interpreting library resources.	40
	May consult children's librarians, young adult librarians, and other specialized librarians.	
2)	Instructs the public in the use of the card catalog, indexes, and other finding aids.	12
3)	Performs off-desk functions as assigned.	10
4)	Assists in projects as required.	10
5)	Makes recommendations for acquisition of library materials.	5
6)	Attends conferences and meetings; reads professional literature; is aware of new resource materials and technological developments.	4
7)	Prepares studies and reports as assigned.	3
8)	Interprets Library policies and procedures to the public.	3
	May consult specialized staff members.	
9)	Prepares bibliographies.	3
10)	Supervises maintenance of public bulletin boards.	3
11)	Assists the public in the use of library equipment.	3
12)	Provides readers' advisory service.	2
	May consult children's librarians, young adult librarians, and other specialized staff members.	

Duties		Percent
13)	Reports on problem areas and recommends procedural changes.	1
14)	Reviews reference collections and makes recommendations.	1
15)	Is in charge of the main library in the absence of a reference librarian senior in rank.	—

Job Title	REFERENCE CLERK
Class Title	Senior Library Clerk
Reports to	Head - Reference and Information Services
Supervises	Temporary personnel as assigned
Location	Main library

Summary. The Reference Clerk provides general clerical assistance to the professional reference staff and maintains reference records and files.[1]

Duties		Percent
1)	Maintains information files for the main library and branches, which includes requesting or ordering, receiving, classifying, processing, editing, routing, and filing of adult, children's, and Spanish information materials.	40
2)	Initiates, consolidates, and types correspondence; maintains reference office files; records statistics; does related clerical work.	12
3)	Schedules Information Assistants.	10
	May consult other division heads and staff.	
4)	Conducts in-service training of Information Assistants in public desk duties and information files.	10
5)	Supervises and trains temporary personnel as assigned.	8
6)	Receives and routes materials sent to Reference and Information Services.	5
7)	Provides clerical assistance to other library divisions.	4
8)	Maintains the Library Service Collection.	3
9)	Prepares and types Information Assistants' payroll information.	2
	May consult Library Administrative Office.	
10)	Requests Reference and Information Services supplies.	2
	Must consult Library Administrative Office.	

[1]Senior Library Clerks holding this position are also Information Assistants and the amount of time spent as Information Assistants is not included in the percentage account of the position.

Duties		Percent
11)	Assists the public in the use of photocopiers and typewriters, makes service requests, and changes paper and masters.	2
	May consult Library Administrative Office.	
12)	Surveys the reference and information areas to determine maintenance requirements.	1
13)	Reports on problem areas.	1

REFERENCE ACTIVITIES

In the previous discussion of position descriptions, a summary of the duties required was included with each position in an effort to delineate further the respective positions. Those duties identify various end results which the person filling the position is responsible for achieving. Here the focus is on the activities or methods by which the end results are to be achieved. Activities are listed for the four positions previously identified: Head - Reference and Information Services, Reference Librarian II, Reference Librarian I, and Reference Clerk.

There are both public activities and non-public activities. The non-public activities are further identified according to the positions they comprise. Public activities are performed by the librarian at the reference desk regardless of the position filled by that person within the Library system.

Non-public activities are those tasks performed by the Reference and Information Services staffs when functioning in their respective positions within the library system and not staffing a public desk. These are generally referred to as "off-desk" activities.

General reference activities. The following activities will be performed by all librarians while serving at the reference desk.

1) Answer telephone.

2) Assist and instruct the public in the use of periodicals indexes.

3) Assist and instruct the public in the use of special reference services - business, consumer, etc.

4) Assist and instruct the public in the use of the public card catalog, both author-title and subject.

5) Assist the public in the use of reference materials.

6) Assist the public in the use of specialized library equipment.

7) Explain Library policies and procedures to the public.

8) File reference services.

9) Give directional information as required.

10) Identify library materials from telephone requests.

11) Observe, report on, or correct stack conditions and materials.

12) Perform readers' advisory service.

13) Provide reference service to telephone inquiries.

14) Receive, edit, and complete materials requests.

15) Report any malfunctioning equipment to the Library Administrative Office.

16) Review new reference books.

17) Supervise the closing of the library.

Specific activities – Head – Reference and Information Services. The following activities are performed by the Head – Reference and Information Services as an integral part of this position.

1) Attend meetings and conferences.

2) Conduct and arrange library tours.

3) Confer with Library staff/City employees.

4) Confer with representatives of organizations (including vendors).

5) Coordinate adult book selection.

6) Coordinate reference service with other divisions.

7) Give talks and demonstrations.

8) Perform activities related to professional affiliations.

9) Plan overall operation of the Reference and Information Services.

10) Prepare and review the Reference and Information Services budget.

11) Prepare studies and reports.

12) Read correspondence.

13) Read professional literature.

14) Review and initiate correspondence.

15) Review and select reference materials.

16) Select, evaluate, and counsel personnel.

17) Supervise and train reference librarians, Reference Clerks, Librarian Trainees, and Information Assistants.

18) Supervise preparation of schedules and payroll.

19) Visit libraries, schools, and other facilities.

Specific activities – Reference Librarian I and II. The following duties are an integral part of these Reference Librarians' positions and would be performed by anyone occupying these positions on a full-time basis.

1) Assist the Head – Reference and Information Services in the selection and evaluation of adult books and information file materials.

2) Attend meetings and conferences.

3) Compile bibliographies.

4) Conduct library tours and school class visits.

5) Confer with Library staff/City employees.

6) Oversee the operation of the division in the absence of the Head – Reference and Information Services.

7) Perform activities related to professional affiliations.

8) Prepare studies and reports.

9) Read professional literature.

10) Review and initiate correspondence.

11) Review and up-date reference collection.

12) Supervise the Library Service Collection.

Specific activities – Reference Clerk. These activities comprise the off-desk work of a Senior Library Clerk whose on-desk time is spent as an Information Assistant.

1) Answer telephone.

2) Attend meetings.

3) Compile statistics on public information files.

4) Confer with Library staff/City employees.

5) Coordinate and schedule non-professional personnel.

6) Maintain and operate photocopiers, including making service requests and changing paper and masters.

7) Maintain public information files, including requesting or ordering, receiving, classifying, processing, editing, routing, and filing of pamphlets, college catalogs, commercial catalogs, occupations materials, annual reports, travel materials, geographical and topographical maps, organizations information, California cities and counties materials, and telephone directories.

8) Maintain reference office files and perform related clerical work.

9) Maintain the Library Service Collection.

10) Observe, report on, or correct stack conditions.

11) Perform bibliographic checking.

12) Prepare payroll information.

13) Receive, edit, and complete book requests.

14) Receive, process, and route mail.

15) Request Reference and Information Services supplies.

16) Route materials.

17) Supervise and train temporary personnel.

18) Survey the reference area to determine maintenance requirements.

19) Train Information Assistants on public desk duties and public information files.

20) Train personnel in telephone usage.

21) Type correspondence, memos, schedules, time-sheets, reports, etc.

PHYSICAL FACILITY

Two major factors affecting the organization of the Reference and Information Service at the Inglewood main library are the design of the building and a change in population with many patrons generally having little prior experience in the use of a library or lacking facility in the English language.

The building is large and spacious, encompassing three public levels. An information desk is on the first level with the fiction collection, large print collection, and children's library. Another information desk and the reference service area are on the second level along with the public card catalog, serials area, and the first half of the subject collection covering the Library of Congress classification system from A through H. The last half of the subject collection covering J through Z, the foreign language and young adult collections, and the audio-visual area are on the third level.

Effective reference service depends upon the user securing the information needed. Frequently, with patrons who are not familiar with library classification schemes, the reference librarian must assist the user in locating the material needed from the subject collection. However, with the adult subject collection located on two separate levels, the reference librarian has limited access to this collection, especially that part of it located on the third level. Consequently, the effectiveness of the reference service will be reduced to the degree that a portion of the

subject collection is not accessible to the reference librarian for interpretation to the user. One very popular area of the subject collection, comprising examination preparation books, has been relocated to the second level to help overcome this problem.

Also, it is more difficult for the patron who is not an experienced library user to utilize fully all a library's services when these are spread over three levels. Recognizing this problem, the Library has organized its reference service to provide directional service as well as informational assistance. A separate section, Information Service,[1] was established within the Adult Division to handle all initial contacts with the public. While the reference desk is staffed by librarians, Information Assistants (Senior Library Clerks) staff the information desks. Their function is primarily to provide directional information as opposed to the interpretive or problem solving information provided by the librarians.

STAFFING

The Inglewood main library is open Monday through Saturday from 9 a.m. to 9 p.m. and Sunday from noon to 6 p.m. A reference librarian and an Information Assistant are on duty and available to the public at all times the library is open — 78 hours weekly. This is possible on a limited budget with the judicious use of part-time personnel. The utilization of part-time staff allows greater flexibility in scheduling and broader coverage.

Because of the exacting demands of being constantly alert to the public's needs, interpreting requests, and physically locating resources, these positions are scheduled on a shift basis. While full-time librarians and Information Assistants are generally scheduled on the desk for two hour shifts, the part-time staff may be scheduled on the desk for longer periods of time, up to four hour shifts. additional staffing is scheduled for especially busy periods. The latter occur weekdays between 2 and 4 p.m. and Monday through Thursday evenings. At these times there will be two librarians on duty in the reference service area as well as two Information Assistants on duty at their respective desks.

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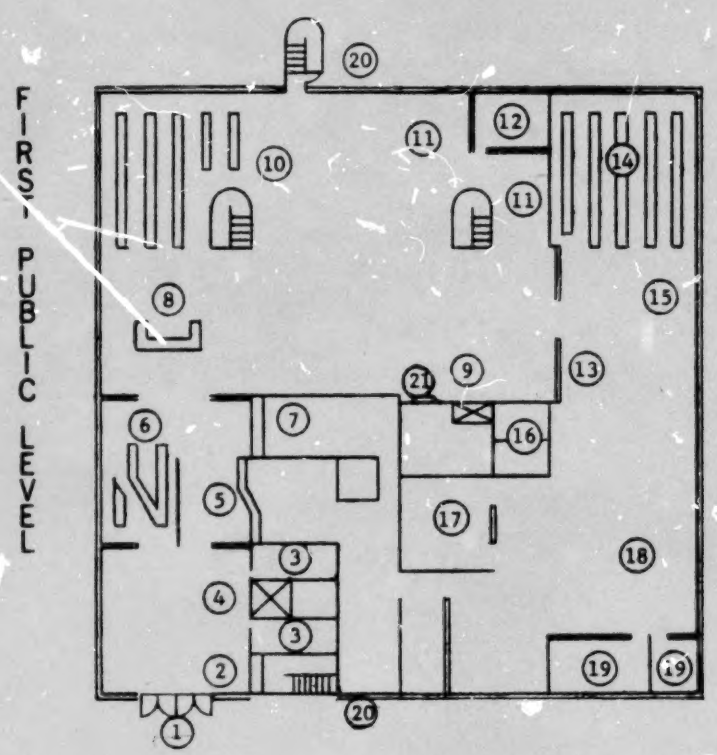
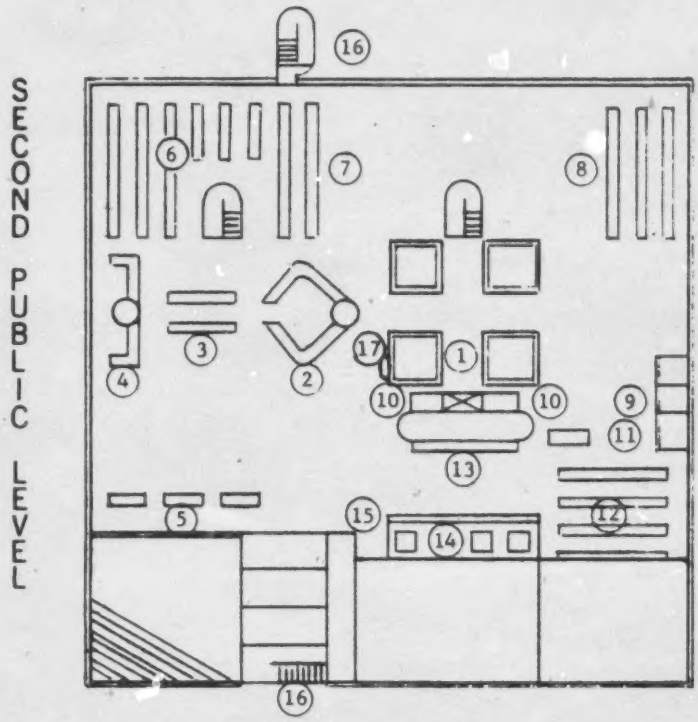
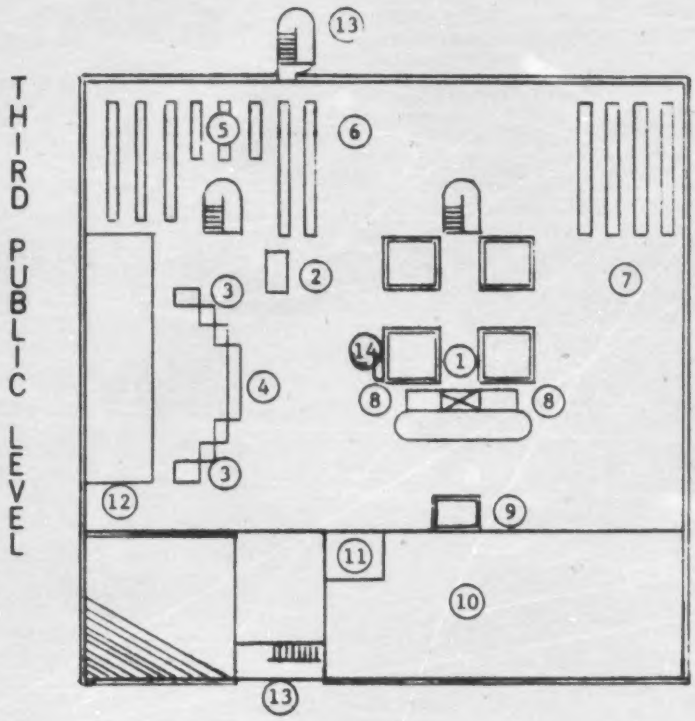
[1] Inglewood Public Library. Library Information Service, 1974.



1. Main Entrance
2. Pay Telephones
3. Restrooms
4. Elevator to Parking Level
5. Check-in Counter
6. Check-out Counter
7. Registration
8. Information
9. Elevator
10. Fiction Collections: Fiction, Mystery, Science Fiction, Short Story, Romance, Western
11. Braille, Large Print, Talking Books
12. Classroom for the Blind
13. Children's Reference
14. Children's Book Collections
15. Children's Records
16. Children's Restrooms
17. Children's Storyroom
18. Picture Books
19. Children's Librarians Offices
20. Fire Escapes
21. Copying Machine



1. Elevator
2. Information Desk
3. Card Catalogs
4. Reference Desk
5. Business Services
6. Reference Collection
   Pamphlets
   Telephone Books
7. Subject Books
   Library of Congress
   A – H
8. Current Magazines
9. Study Rooms
10. Coin-operated Typewriters
11. Newspapers
12. Back Magazines
13. Indexes: Readers' Guide, etc.
14. Microform
15. Microform Reader-printers
16. Fire Escapes
17. Copying Machine



1. Elevator
2. Audio-visual Card Catalog
3. Listening Booths
4. Film and Cassette Check-out
5. Picture Files; Art Reproduction Files; Records & Tapes
6. Subject Books Library of Congress J – Z
7. Young Adult Books
8. Coin-operated Typewriters
9. Conference Rooms
10. Library Administrative Offices
11. Library Service Collection
12. Slide Show Screen
13. Fire Escapes
14. Copying Machine

REFERENCE SERVICE

The Reference Service is a public service established to meet public needs. Generally, these consist of information requests, interpretation of library resources, and instruction in the use of the Library's resources. Although requests for directional information will usually be answered by Information Assistants, it is not unlikely some of these queries will be directed at the reference librarian. Consequently, reference librarians should be familiar with the physical structure of the building, including the location of other divisions, public restrooms, public telephones, conference and study rooms, typing rooms, etc.

While on desk duty, service to the public takes precedence over any other duties, and service to the patron in the library takes precedence over telephone inquiries. Frequently, it is not sufficient for the reference librarian to wait for a patron to request assistance. Since many patrons are reluctant to request aid, it is the responsibility of the reference librarian to anticipate public needs and offer service when it appears needed.

Attentiveness to the public is of utmost importance, and any work of a personal or distracting nature should be avoided while serving at the reference desk. This would include reading, knitting, doing homework, etc. Personal phone calls should not be made from the reference desk, and personal calls received should be kept to a minimum. When working with the public it is helpful to remember to always be courteous, polite, and sensitive to each patron's request and the problem the patron may have had in formulating an inquiry.

A large part of reference service consists of interpreting the library's resources to the user. This includes the general collection as well as the reference works. The depth to which a reference librarian will be able to interpret the Library's holdings in any specific subject area will depend upon the librarian's knowledge of the subject. The more knowledgeable a librarian is in a subject area the more extensive the assistance should be. However, the librarian should use discretion when interpreting the meaning of a work to the patron.

Interpreting the collection, in this respect, means advising the user of the Library's holdings in a subject area and assessing an individual work in relationship to the other works available in the same area. This will include directing the patron to the most appropriate format for the information he seeks, whether this is a monograph, periodical, encyclopedia, etc.; assessing the difficulty and comprehensiveness of a work and comparing it to other works on the same subject for ease of use and information provided; and determining the location within the collection of a specific type of information.

When information is provided on any subject, including the most common knowledge, the reference source for this information should always be cited. The reference librarian should never provide information "off the top of his head" without citing an authority.

Although every effort should be made to answer all questions, there are some areas which are better left to the experts in the field. Generally, these are considered to be questions requesting legal, medical, or consumer advice. Under no circumstances should a reference librarian offer advice in these areas no matter how commonplace the knowledge seems to be. The patron should be directed to the appropriate reference sources and assisted in the use of these, if necessary, until the needed information is secured. If this is not available within the Library's collection, the patron should be directed to a more specialized library in the area or advised to consult a professional in the field, e.g., a lawyer or doctor. Again, no recommendation for a specific person should be given in this referral, but rather, a general suggestion should be made.

Consistency in answers is also important. While many factors may affect the amount of information required to answer a patron's inquiry, every effort should be made to be as consistent as possible in the quality and quantity of the service given. Understandably, during busy periods the reference librarian will not be able to spend as much time with each patron, and the information given may not be as extensive as it might be at another time. However, the information should be accurate and the appropriate sources cited. It is also helpful for the reference librarian to suggest the patron return at a less busy time for additional information.

Of course, any business not included at the end of a reference librarian's tour of duty at the reference desk is passed on to the librarian coming on to serve at the desk. The patron should never be abandoned in the midst of a search for information because the reference librarian is going off duty. If there is to be a change of librarians assisting a patron, the patron should be advised of this by the first librarian.

In answering a patron's request for information as many resources within the Library as needed should be utilized, as should resources within the larger community when necessary.

The reference area consists of the reference desk, which contains a limited ready reference collection within immediate reach for answering those questions most frequently asked, and the adjacent reference collections which are maintained separately from the general book collection.

Also within the reference area is the public card catalog. An understanding of the public card catalog is probably the most necessary point of information required by the reference librarian. Knowing the reference works and area is not sufficient to aid the public knowledgeably. To tap the total resources of the library one must rely upon the public catalog, and more importantly, the subject index to the collection.

RESOURCES

The complete holdings of the Inglewood Public Library — a multi-media collection — serve as a resource for the reference librarian, who has access to the collection through the public card catalog. Whenever the reference collection is not sufficient to provide the information required, it is necessary for the reference librarian to utilize the public card catalog to gain access to the total library collection. The Library of Congress list of subject headings used in the classification of the collection is available in the reference area to assist the reference librarian in using the subject catalog.

In addition to the subject catalog and its companion manual of subject headings, the reference collection consists of several categories: ready reference, general reference, newspaper and periodicals indexes, business services, tax services, consumer information, telephone directories, college catalogs, and information files.

READY REFERENCE

This collection is located on a two-tier revolving wheel at the reference desk and is used to give quick, short answers, usually to telephone inquiries. Although the collection listed here contains many of the basic reference works one finds in most reference collections, it is not a fixed collection and may be changed as circumstances require. The works listed here comprised the collection at the time this manual was prepared.

Baer's agricultural almanac
Bartlett's familiar quotations
California blue book
The California handbook
California information almanac
California legislature handbook
California roster
Chase's calendar of annual events
The Columbia Lippincott gazetteer of the world
Congressional directory
Congressional index
Congressional pictorial directory
Congressional staff directory
Directory of post offices
Emily Post's etiquette
First aid manual
Granger's index to poetry
A Guide to the use of Bartlett's familiar quotations
Guinness' book of world records
Guinness' sports record book
Home reference books in print
Information please almanac
Kelley bluebook of automobile prices

Los Angeles County almanac
Los Angeles handbook
Modern English usage
National zip code directory
The Official Associated Press almanac
The Old farmer's almanac
Pocket data book, U.S.A.
Random House dictionary
Reader's Digest almanac and yearbook
The Reader's encyclopedia
Reference handbook of grammar and usage
Robert's rules of order
Statesman's yearbook
Statistical abstract of the United States
Supplement to the U.S. Government Printing Office style manual
Thomas' guide to Los Angeles County
U.S. Government Printing Office style manual
Union list of periodicals
Union list of periodicals in Southern California
United States Government organization manual
Webster's biographical dictionary
Webster's collegiate dictionary
Webster's geographical dictionary
Whitaker's almanac
World almanac
The World in figures

In addition, the ready reference collection contains the following uncataloged material:

Election literature (ephemera pertaining to current elections)
Federal, state, and local miscellaneous information
Inglewood Public Library's periodicals holdings list
Local telephone directories
Periodicals directories for the surrounding area
Sources for personal statistical information — birth, death, marriage, and divorce records
Subject guide to the Inglewood Public Library's periodicals holdings

GENERAL REFERENCE

This collection is maintained separately from the circulating book collection and is located close to the reference desk. It contains standard reference works, such as general and subject encyclopedias, almanacs, Who's Who and biographical directories, Inglewood Municipal Code, California State Codes, the United States Code, building codes, dictionaries in English and foreign languages, medical, scientific and other specialized dictionaries, handbooks, directories, literary and other specialized indexes, atlases, gazetteers, etc. However, many works commonly found in reference collections elsewhere are included in the circulating collection at the Inglewood Public Library. The actual reference collection is purposely kept small to facilitate its use.

NEWSPAPER AND PERIODICALS INDEXES

The Library subscribes to the New York Times Index, Los Angeles Times Index, and California News Index (which indexes six newspapers and seven magazines). The Library also subscribes to the following major standard periodicals indexes: Access, Applied Science and Technology Index, Art Index, Business Periodicals Index, Education Index, Humanities Index, Index to Government Periodicals, Popular Periodicals Index, Public Affairs Information Service, Reader's Guide to Periodical Literature, and Social Sciences Index.

BUSINESS SERVICES

This collection has been separated from the general reference collection since it is more usefully handled as a separate collection. Most of the items contained here are serial publications. Included are:

Almanac of business and industrial financial ratios
American encyclopedia of international information
Annual survey of manufactures
Arizona directory of manufacturers
Arizona economic indicators
Barclay's overseas survey
Best's key rating guide, property-liability
Best's recommended life insurance companies
Business conditions digest
Business service checklist
Business statistics
California export service and guide
California international business directory
California manufacturers register
Census of agriculture
Census of business (California)
Census of manufactures
Census of retail trade (California)
Census of wholesale trade (California)
Containers and packaging
Copper, quarterly report
Corporate affiliations
County business patterns
Current business reports: Annual retail trade
Current business reports: Monthly retail trade
Customs regulations of the U.S.
Dictionary of stock market terms
Directory of American firms operating in foreign countries
Directory of American importers and exporters
Directory of companies filing annual reports with the Securities and Exchange Commission
Directory of foreign firms operating in the United States
EIA guide
Economic indicators
Economic prospects
Electronics buyers' guide

Electronic News financial fact book and directory
Federal Reserve historical chart book
Federal Reserve statistical release
Federal Trade Commission news
Federal Trade Commission news summary
Finance facts
Financial tactics and terms for the sophisticated international investor
Foreign commerce and navigation of the United States
Foreign economic trends and their implications for the U.S.
Importers and exporters trade promotion guide
The Inger letter
Inglewood business
International petroleum encyclopedia
Investment analyzer
Investment companies: mutual funds and other types
Jane's major companies of Europe
Kelly's manufacturers and merchants directory
Kiplinger California letter
Kiplinger Washington letter
Life insurance fact book
Long term economic growth, 1860-1965
Monthly summary of business conditions in the central valley of California
Monthly summary of business conditions in Southern California
Monthly summary of business conditions in the northern coastal counties of California
Monthly wholesale trade sales and inventories
Moody's bank and finance manual
Moody's bond record
Moody's bond survey
Moody's convertible bonds
Moody's dividend record
Moody's handbook of common stocks
Moody's industrial manual
Moody's municipal and government manual
Moody's OTC industrial manual
Moody's public utility manual
Moody's transportation manual
Mutual fund fact book
Mutual fund investment planning
National Food Brokers Association directory of members
National franchise directory
Official summary of security transactions and holdings
Overseas business reports
Performance profiles, private electric utilities in the United States, 1963-1970
Pulp, paper and board
Quarterly financial report for manufacturing cooperations
The R.H.M. warrant and stock survey
Regional Planning Commission. County of Los Angeles. Quarterly bulletin
Savings and loan fact book
Securities and Exchange Commission docket
Securities and Exchange Commission news digest
Securities and Exchange Commission statistical bulletin

Small business bibliography
Small business publications
Southern California business directory and buyers guide
Southern California report
Standard and Poor's industry surveys
Standard and Poor's outlook
Standard and Poor's register of corporations, directors and executives
Standard and Poor's security owners stock guide
Standard and Poor's stock reports
Survey of current business
Tariff schedules of the United States, annotated
Technical aids for small manufacturers
Television sponsors directory
Thomas register of American manufacturers
Trendline daily basic stock charts
Tuesday spot market price indexes and prices
25,000 leading U.S. corporations
U.C.L.A. business forecast for the nation and California
U.S. Bureau of the Census current industrial reports
U.S. direct investments abroad
U.S. government security yields and prices
U.S. industrial outlook
The Value Line investment survey
Walker's manual of western corporations and securities
The Wall Street thesaurus
Who's who in finance and industry
World aviation directory
World monetary conditions in relation to agricultural trade
Yearbook of international trade statistics

TAX SERVICES

This material is maintained separately from the general reference collection, since it, too, is more readily accessible to the public as a separate collection. Included are:

California personal income tax law
California property tax laws
Catalogue of forms, form letters, notices (U.S. Internal Revenue Service)
Code of Federal regulations, Title 26, Internal Revenue
County of Los Angeles tax payer's guide
Deering's California codes: revenue and taxation
Federal tax handbook (Prentice-Hall)
Index-digest supplement system (U.S. Internal Revenue Service)
State and local taxes (Prentice-Hall)
Tax guide for small businesses (U.S. Internal Revenue Service)
Tax review (Tax Foundation)
U.S. Internal Revenue Service publications
Your Federal income tax for individuals

CONSUMER INFORMATION

This material, like the business services and the tax services, is maintained as a separate collection. It contains the following items:

- CPI detailed report
- Caveat emptor
- Consumer affairs
- Consumer aid series
- Consumer digest
- Consumer information
- Consumer legislative monthly report
- Consumer news
- Consumer newsletter
- Consumer price index — Pacific cities and U.S. average
- Consumer reports
- Consumer's research
- Directory of state, county and city government consumer offices
- Estimated average retail food prices — Pacific region
- Estimated retail food prices by city
- FDA consumer
- Guide to Federal consumer services

TELEPHONE DIRECTORIES

This collection is very comprehensive. The Library has telephone directories from all of California, most cities in the other states, and important cities in foreign countries.

COLLEGE CATALOGS

The college catalog collection consists of catalogs of (1) general universities and colleges on microform, and (2) specialized colleges and correspondence schools. Microforms are available at the reference desk for use on the microform reader-printers located in the serials area, while the specialized college and correspondence school catalogs are shelved in the reference area for non-supervised use within the library.

INFORMATION FILES

Information files are a most important adjunct of reference service and are located adjacent to the reference desk. State and Federal government documents comprise a large percentage of the material in these files. The files are subdivided into several areas; subject material, annual reports (Federal, state, and non-governmental), California cities and counties (general and historical information), occupations or careers, travel (foreign, United States, California — maps and pamphlets), commercial catalogs, organizations information, and geographical and topographic map file. In contrast to the rest of the reference collection, the material in the information files does circulate.

BRANCH LIBRARY REFERENCE SERVICE

ORGANIZATION

Branch libraries are maintained to provide a first level of library service to a community. Although the branch library collection is tailored to meet the needs of the surrounding community, it will generally be duplicated in the holdings of the main library. A branch library is organized under the direction of a branch librarian with one additional librarian and several clerical assistants. As staffing is limited, many areas of responsibility are not maintained within strict limits but tend to overlap. A high degree of cooperation among the staff is necessary for the smooth functioning of a branch library.

The librarian on duty, whether this is the branch librarian or an assistant, is responsible for the reference function at the branch library. In the absence of a librarian, which does occur occasionally during lunch hours and emergencies, the Circulation Supervisor or next highest clerical person on duty is responsible for assisting the patrons with their requests as much as possible. If additional service is required, the person on duty will contact the reference desk at the main library for assistance. The reference librarian at the main library will then either provide the information requested over the telephone or advise the patron to come to the main library reference desk for further assistance.

DUTIES

The branch librarian is responsible for the overall operation of the branch library as well as reference service. When another librarian is assigned to the branch library, that librarian is primarily responsible for reference service and supervision of the library in the absence of the branch librarian. As branch libraries do not have Information Assistants, their general function is performed by both librarians and clerical staff at the branch library. The librarians have more responsibility for answering directional questions, completing title searches, answering the telephones, etc., than their counterparts at the main library.

Another service shared by the librarians and clerical staff is the readers' advisory service. Due to the intimacy of a branch library, the clerical staff, especially the Circulation Supervisor, has regular contact with the patrons and comes to know their reading interests. Increasingly, the clerical staff will assist the patrons with their reading selections, especially in the area of fiction and new books on the best seller lists.

Branch library reference service (assisting patrons in their requests for information and their use of the library's resources) is similar to that provided at the main library, with the major limitation being the limited collection and resources of a branch library. As a result of these limitations the branch librarian will, at times, call on the reference service at the main library to assist in answering a patron's inquiry.

Also, in a branch library the separation of adult and children's services is not as clearly defined as at the main library. Although children's librarians do serve in branch libraries on a regular basis (several times a week), there are no children's librarians assigned to the branch libraries on a full-time basis. Consequently, branch librarians will frequently provide reference service and reading guidance to children as well as adults.

RESOURCES

Branch referance service is perhaps more dependent upon the total library collection than is reference service at the main library. This is due primarily to limited funds and space which impose restrictions upon the size of the reference collection.

As at the main library, the public card catalog is a major resource in providing reference service to the public, and familiarity with the card catalog is essential for good reference service. The reference desk is located adjacent to the public card catalog, thereby facilitating the use of the catalog in assisting the patrons.

Reference collection. The reference collection consists primarily of the basic reference tools: general encyclopedias, several special encyclopedias and dictionaries, almanacs, biographical dictionaries, directories and indexes, several foreign language dictionaries, atlases and gazetteers, etc.

Community information resources. Since the branch libraries do not have an Information Service to maintain information on community activities and resources, this is done by the reference librarian. This information constitutes an important resource. Information comes in from many sources within the community. A major source is the City of Inglewood, which provides both the main library and the branch libraries with information it wishes disseminated to the public.

Telephone directories. Branch libraries have limited collections of telephone directories for the Southern California area. Inquiries for other areas are referred to the main library.

College catalogs. This collection is also more limited. It is generally restricted to colleges, universities, and vocational schools in California and neighboring states. However, due to the large number of Black patrons served by the branch libraries, an exception is made to include catalogs from formerly all-Black schools regardless of their location within the United States.

Information files. The branch libraries also maintain information files of pamphlet material. These are considered an important resource for reference service. Although the files at the branch libraries are not as comprehensive as those at the main library, the same general areas are covered: subject material, California cities and counties (general and historical information), occupations or careers, travel (foreign, United States, California — maps and pamphlets). The one area not covered at the branch libraries is the annual reports. As at the main library, the material in the information files does circulate.

EVALUATION AND EFFECTIVENESS OF REFERENCE SERVICE

REFERENCE LIBRARIANS

As with other positions within the Library, some evaluation of the performance of the reference librarian is required. All reference librarians serve a probationary period of up to one year, and it is necessary to evaluate their performance during this period. Also, if a library is to maintain an effective reference service, the staff must constantly be alert to the needs of the public and aware of the library's resources. Periodic evaluations and review of each reference librarian's performance will help to maintain an awareness among the staff members of their responsibilities and functioning on the job. The accompanying evaluation form was developed by the Library to meet this need.

Since the major aspect of reference service does not lend itself to quantitative measurement, it was difficult to establish an effective set of criteria for evaluation. However, it is felt that the format finally developed and employed by the Inglewood Public Library does cover several major aspects of the job. The employee is evaluated primarily according to knowledge of the Library's resources, especially the reference collection, and efforts to provide good reference service. The reference librarian's relationship with other employees and performance of reference maintenance duties are also included in the evaluation.

To date, the Inglewood Public Library has not developed an accurate means of measuring the effectiveness of reference service either by individual reference librarians or the division as a whole. To do so would inevitably require some measurement of user satisfaction. However, much that is measured is related to serving the public. It must be assumed that thorough knowledge of the library collections will affect the reference librarian's ability to provide effective reference service. The same may be said about the reference librarian's ability to understand and interpret users' questions and the librarian's willingness to assist the patron in the use of the library's resources.

Also, no measurement of the efficiency of reference service at the Inglewood Public Library is included in this evaluation. This would require the establishment of fixed criteria for measuring reference service, such as: how many questions are answered per hour, how many title searches completed, how many items filed, etc. Although this type of measurement has its purposes and could be used effectively by the Library administration, it only measures the quantitative factors of reference service and fails to consider the qualitative aspects.

REFERENCE COLLECTION

In addition to evaluating personnel, it is also important to evaluate the reference collection periodically. Since reference service is dependent upon the resources available, these must be maintained at an effective level. It is the responsibility of the Head — Reference and Information Services to evaluate and maintain the reference collection. However, every reference librarian is responsible for making suggestions and recommendations for updating the collection.

If a reference collection is to be of use to the reference staff and the public, it must meet the informational needs of the public. This should be a major consideration in developing and maintaining the reference collection. Before works can be selected and areas of the collection evaluated, the Head — Reference and Information Services must know the kinds of information the public is requesting and should then attempt to develop the reference collection to satisfy those requests.

There are several tools utilized in evaluating and developing the reference collection. Major sources for recommendations are the lists of significant reference works published in Library Journal and by the California State Library and publishers' announcements. Subject Guide to Books in Print is a useful source for lists of works in a particular subject area which may need to be developed or expanded.

It is also helpful for the Head — Reference and Information Services to be aware of the holdings of other libraries in the area. This can be done by periodically visiting these libraries and inspecting their collections.

In addition to expanding the reference collection to meet new requests and interests, it is also necessary to keep the reference collection current. Much of this is done automatically with subscriptions to annual publications. However, there are many works which are updated irregularly and, consequently, will not be included in the annual subscriptions. In order to insure that the Library has the latest issue of these works, the reference collection must be reviewed periodically with this purpose in mind.

The efficiency of reference service can be greatly enhanced by the arrangement of the reference area. The reference desk should be situated in a prominent location with full public exposure. It should also afford access to both the public card catalog and the reference collection, enabling the reference librarain to assist patrons in both areas without losing contact with the reference desk.

At the Inglewood main library the reference area is located on the second level at the east end of the building. An information desk is in the center of the floor, easily accessible to the public. The reference desk is also prominently located within the reference area, near the public card catalog and the reference collection.

The ready reference collection is located on a revolving wheel at the reference desk so the reference librarian can use without having to leave the desk. This is especially useful when answering telephone inquiries.

REFERENCE DESK WORK EVALUATION

Date _____

Employee's name _____

Employee's class title _____

	OUTSTANDING	GOOD	FAIR	UNSATISFACTORY
1. Knowledge of the circulating collections				
2. Knowledge of the reference collections				
3. Effort to increase knowledge of collections				
4. Ability to interpret user's questions				
5. Willingness to help library users; enthusiasm				
6. Effort to recommend additions to collections				
7. Willingness to file reference services				
8. Punctuality				
9. Courtesy				
10. Appearance				
11. Attitude toward other employees				
12. Considering all reference librarians that you have known, what is your overall rating of this employee?				

COMMENTS _____

_____

_____

_____

41

Rater _____

IPL
1/73

FORMS

Several forms may be used at the reference desk. Those most used include: (1) Call slip, (2) Postal reserve, (3) Book order suggestion, (4) Special use slip, and (5) Request for free informational materials. The Reference Librarian should know their function and use. The following section provides examples of these forms and a brief explanation of their use.

CALL SLIP

CALL SLIP

Depository ☐ Open shelf ☒ Magazine ☐

Book no. TL540 M373 A33 Author MAYER, TOM

Title CLIMB FOR THE EVENING STAR

Borrower's name BRANDON, J. Date 1/26/76 Hour 12:30

Books available after (circle time) 9 am 11 am (2 pm) 5 pm 8 pm

Send to X1 ☐ X2 ☐ Not available ☐ Reserve requested ☒

IPL 10/73

The call slip is used when library materials are paged. Materials cannot always be immediately searched for upon request. When paging is necessary, the call slip is filled out as above and the patron is asked to call back at the time indicated. If the book is in, it is reserved for the named patron; if not available, the patron will be so informed by the Circulation Division.

POSTAL RESERVE

JD

POSTAL RESERVE
used for books listed in the Public Catalog

PRINT YOUR NAME AND ADDRESS ON REVERSE SIDE, Your Phone 649-4257
Not Required after
Call No. BJ 1251 K33 Today's Date 1/27/76

Author – Last Name First KEE, HOWARD C.

Title MAKING ETHICAL DECISIONS

☐ Material is being held at Library on return address until

15¢ due when materials are claimed

☐ Not Available

INGLEWOOD PUBLIC LIBRARY
101 West Manchester Blvd.
Inglewood, California 90301
649-7380

YOUR NAME AND ADDRESS

MS. JANE RICH
200 HINDRY AVE.
INGLEWOOD, CA. 90301

This postcard form is used for reserving books listed in the public catalog. It may be filled in from a telephone request, or in the library by a patron. If the request is filled out by a patron, the card should be checked for accuracy and initialed by the librarian or clerk receiving it.

BOOK ORDER SUGGESTION

CALL NO. AUTHOR (last name first)
DE HAAN, RICHARD W.
TITLE
ART OF STAYING OFF DEAD END STREETS

$	PUBLISHER	MO. YEAR	ED. SER. ETC.
4.95	VICTOR BKS.	1974	

QUANTITY	VENDOR	ISBN
1		0-88207-709-0

CIRCLE: (G) X1 X2 EX J YA ADDL LC NO.

PC 0 STATE DATE 1/27 NO FOF DATE OOF DATE 1/27/76 INITIAL JD

SOURCE: FB PV (BIP) SBIP CBIP OTHER

REMARKS FUND INITIAL NAME & ADDRESS
INA BURNOS
225 1 SIS AVE
ING. CA. 90301

IPL 1/76

The book order suggestion form is used when there is no card in the public catalog for a requested item. Complete bibliographic information is needed, source of information must be indicated, and whether or not a State request is desired (box marked "State") should be shown. The call number is shown if a newer edition is requested or a book is to be replaced. Generally, the public catalog (PC) and bibliographic source are the only files that can be checked from the public area. All forms should be initialed when complete for further processing.

SPECIAL USE SLIP

SPECIAL USE

MUST BE RETURNED BY 1/30/76

REFERENCE

CALL NO. E 176.1 T226 AUTHOR TAYLOR, TIM

TITLE BOOK OF PRESIDENTS

NAME JAMES BROWN

LIBRARY CARD NUMBER 1-30695

ADDRESS 3119 W. 139th ST. HAWTHORNE

TELEPHONE 679-4774 DATE 1/27/76

AUTHORIZED BY JD

DUE 1/30/76

The special use slip is a means of allowing reference materials to circulate. Since such materials are not pocketed to receive transaction cards, this slip can be photographed and the book charged out at the discretion of the librarian on reference duty.

REQUEST FOR FREE INFORMATIONAL MATERIALS

[illegible]
[illegible] LIBRARY
[illegible]
[illegible] 50301

PLEASE SEND US___FREE COPIES OF

SOURCE:
If these items are not free, please let us know as we cannot pay on receipt without prior purchase order.

This postcard form may be completed by reference librarians and routed to the Reference Clerk, who coordinates requests for informational materials.